

Summary of Transportation Issues
WACPD Meeting
March 24, 2010

- Sometimes Dial-a-Ride clients wait a long time on hold when they call for reservations. When they finally reach an agent, they may again be put on hold for another extended period.
- There have been equipment issues with some of the vans. It was noted that seat belts used to secure someone into a wheelchair were missing on at least one occasion.
- It was requested that scheduled grocery runs to West Side Market or Big Y be added on Wednesday so that there would be greater choice in the markets available.
- There continue to be long delays in some return trips in the afternoons when the provider is also handling school transportation.
- For taller people, low ceilings on the vans can pose an issue.
- When reservation agents take info related to destination address, suite and room numbers, not all information is transmitted to dispatchers or drivers. For example, drivers are given addresses of doctor's offices, but frequently do not know suite or room numbers to assist clients in getting to the office.
- Return times for grocery store trips continue to be problematic. Calling for a return time is difficult because there are no pay phones and not all clients have cell phones. Sometimes, the delay in pick up is far too long. If possible, two return times should be scheduled – one about 45-60 minutes after drop off, the second return trip would be 30 minutes later.
- Drivers for ADA are at times using GPS screens while driving which is not safe. (It was noted that this is a new system and there will be an alert which tells drivers to switch to voice communication while driving).
- For visually impaired people, knowing where they are would be helpful. Sometimes, without any aural cues, they feel that they are riding for a long time without knowing where they are. (City buses announce stops and major intersections which provides helpful orientation).